



## **GrapeLine Dial-A-Ride (DAR) / VineLine ADA Paratransit No-Show / Late Cancellation Policy**

**City of Lodi Transit values our customers and appreciates you choosing us as your selected service. One of our goals is to provide you and other passengers with timely and reliable service. To help us accomplish this goal, City of Lodi has established no-show and late cancellation procedures in conformance with federal regulations.**

If you have a pattern or practice of missing scheduled trips or not cancelling trips within the required time, you will be suspended from service.

- A No Show is when a Dial-A-Ride (DAR)/VineLine (VL) passenger reserves and schedules a ride but does not meet the vehicle within 5 minutes of its arrival.
- A Late Cancellation is when a DAR/VL passenger fails to cancel a trip within one (1) hour prior to their scheduled departure time.

If you receive three (3) notices for a no-show/late cancellation within six (6) months, you will be suspended from service for one (1) week and will lose your subscription privileges during that time period. The City of Lodi process to send notices is as follows:

<b>First Notice:</b>	First Notice is sent listing your no-show/late cancellation, along with a copy of the No-Show/Late Cancellation Policy.
<b>Second Notice:</b>	Second Notice is sent listing additional no-show/late cancellation.
<b>Final Warning Notice:</b>	Final Warning Notice is sent listing additional no-show/late cancellation.
<b>Suspension Letter:</b>	<b>A Suspension letter is a written notification sent indicating you will be suspended for service for one (1) week and you will lose your subscription privileges during this time period (if applicable).</b>

### **Second Suspension**

The following process shall apply to all passengers issued additional Notices for no-show/late cancellation within 6 months of a First Suspension:

First Notice:	First Notice is sent to you listing your no-show/late cancellation.
Final Warning Notice:	Final Warning Notice is sent to you listing your no-show/late cancellation.
Second Suspension Letter:	Second Suspension letter is sent to you.

**If you receive a Second Suspension Letter, you will be suspended from service for two (2) weeks and will lose your subscription privileges during that time period (if applicable).**

### **Third Suspension**

The following process shall apply to all passengers issued additional Notices for no-show/late cancellation after a Second Suspension and within 6 months of a First Suspension:

First Notice:	First Notice is sent to you listing your no-show/late cancellation.
Final Warning Notice:	Final Warning Notice is sent to you listing your no-show/late cancellation.
Third Suspension Letter:	Third Suspension letter is sent to you.

**If you receive a Third Suspension Notice, you will be suspended from service for thirty (30) days and will lose your subscription privileges during this time period (if applicable).**



## Appeals Process for Suspensions

If you disagree with a suspension, you have the right to appeal the decision. Please mail a brief letter, within 60 days of the suspension notice, stating the reasons for the appeal to:

City of Lodi Public Works Department  
Attention: Transit Administration Appeal  
P. O. Box 3006  
Lodi, CA 95241-1910.

The City Manager has appointed an Administrative Appeals Panel. Upon receipt of your letter, this Panel will review all relevant materials associated with the appeal.

The panel will be comprised of transportation and city official representatives. The appeals process will be carried out in accordance with federal regulations.

An explanation of the appeals process is listed below:

- Appeals must be filed no later than 60 days after the receipt of the suspended service notification.
- Appeals must be filed in writing or on an audio file; and accommodations will be made for persons unable to do so.
- An Administrative Appeals Hearing will be held to provide an opportunity for the person appealing to present information and arguments.
- A written decision will be made within 30 days and will include the reasons for the suspension.
- Person appealing may not ride the service pending the decision granted at the Administration Appeals Hearing. If a written decision has not been made within 30 days, the person appealing may ride the service.